



Aqara Camera Hub G5 Pro (PoE) – FAQ



Does the camera record night vision in black and white?

No – this camera supports full-colour night vision only. It does not offer a black-and-white night mode. For clear footage in complete darkness, simply turn on the spotlight.

When should I activate the spotlight?

The camera can still capture colour footage in very low light. However, as lighting decreases, video frame rate may drop, image quality can decline, and AI detection may be less accurate. To enhance clarity and improve performance, switch on the spotlight and adjust it to a suitable brightness level based on the lighting conditions.

Can the AI detection still work at night or in low-light environments?

Yes – but performance varies. Without the spotlight, AI detection functions down to a minimum of 0.25 Lux. Below that, detection accuracy and range significantly decrease. For best results, especially at night or in dim settings, enable the spotlight at 100% brightness.

Why can't I connect the camera's video using third-party software after enabling RTSP?

There may be a few reasons:

1. The RTSP username and password reset when the device is restored to factory settings. Please re-enter them.
2. The camera's IP address may have changed if your router reassigned it via DHCP. Please reconfigure accordingly.
3. The camera and third-party tool must be on the same local network. Ensure both devices are within the same IP range.

5. What network connections does the camera support?

This camera supports wired Ethernet only and does not connect via Wi-Fi.

6. How many sub-devices can the camera support?

The camera supports both Zigbee and Thread devices:



- Up to 127 Zigbee devices
- No current limit on Thread devices
- For optimal performance, we recommend using devices of a single protocol. If using both, try to keep the total number under 40.

7. Why is PIR detection less reliable outdoors?

In hot climates or outdoor settings, infrared radiation from the surroundings can interfere with PIR accuracy. For best results:

- Use PIR detection indoors
- Use AI-based human detection outdoors

8. What is the Anti-Theft Lock feature?

When enabled, this feature prevents the device from being unlinked from its account via the physical button.

The owner must remove it through the app, which helps prevent theft and unauthorised use.

9. How does vehicle detection work?

Once activated, the camera captures vehicle images and stores them in your in-app vehicle library. It recognises vehicles based on appearance and colour, not licence plates.

You can also identify vehicles as yours, and link detection to automations like opening a garage door.

10. How can I improve the accuracy of vehicle recognition?

1. Mount the camera correctly, following app guidance
2. Use the spotlight in low-light conditions
3. Add distinctive marks (e.g. stickers or custom covers) to your vehicle to help the camera distinguish it from others

11. Where can I use this camera?

The camera has an IP65 weather resistance rating, suitable for indoor and outdoor use.

It operates in temperatures from -30°C to +50°C and humidity levels from 0% to 95% (non-condensing).

12. How do I make sure my camera remains waterproof?

After a factory reset:

1. Remove the back cover and press the reset button
2. Reattach the cover properly and tighten the screw to ensure a waterproof seal

13. What is the power and connection range for PoE?

This camera supports Power over Ethernet (PoE) – providing power and data via a single cable. It can be used with a PoE switch and connected via an Ethernet cable up to 100 metres long.



14. Does the camera support external TF cards or local storage expansion?

No – it has built-in eMMC storage (32GB, or 8GB for some models).

Storage cannot be manually expanded, but you can connect to a NAS server to increase local storage capacity.

15. Can I sync my existing child devices to a third-party ecosystem?

Absolutely! The G5 Pro acts as a Matter Controller, allowing already-connected child devices to sync with supported third-party ecosystems using cloud-to-cloud integration.

No need to re-pair your devices.

16. What is HomeGuardian?

HomeGuardian is Aqara's modular smart security system. It integrates cameras, sensors, and other devices to provide:

- Event-triggered recordings
- 90-day cloud storage
- A colour-coded activity log with camera clips and images
- You can choose from four security modes based on time of day or occupancy.

17. Does the G5 Pro support Advanced Matter Bridging?

Yes – G5 Pro supports Advanced Matter Bridging, allowing Aqara-specific scenes and signals to sync with ecosystems like Home Assistant.

You'll need a Matter-enabled hub to add Matter devices. Currently supported device types include:

- Lights, thermostats, outlets, switches, buttons
- Sensors: presence, light, door/window, temperature, and humidity

Support for more device categories is on the way!